

EMERGENCY SERVICES COMMUNICATIONS MANAGER

Class Definition

Under general direction, plans, organizes, and directs the operation of the Police Department*s Communications Bureau.

Distinguishing Characteristics

Emergency Services Communications Manager is a non-sworn, bureau manager in the Police Department. The incumbent plans, schedules, and directs the activities of subordinates involved in dispatching police and fire emergency calls. This class is distinguished from Supervising Emergency Services Dispatcher in that the latter is the first-line supervisory level in the Emergency Services Dispatcher series. The Emergency Services Communications Manager reports to a sworn administrative officer. This is an unclassified position in which the incumbent serves at the will of the Police Chief.

Typical Tasks

(The incumbent may not be assigned all duties listed, nor do the examples cover all duties which may be assigned.)

Plans, assigns and directs the work activities of the Communications Bureau.

Directs the operation of the Computer-Aided Dispatch system.

Recommends selection of subordinate personnel; prepares and reviews employee performance evaluations; counsels employees to correct deficiencies; recommends disciplinary actions.

Confers with Police and Fire management and field personnel to coordinate, develop, implement, and modify communication procedures~ to assure effective and appropriate delivery of services.

Establishes and administers training programs for subordinates.

Analyzes and interprets laws and regulations and department policies and procedures applicable to the operation of the Communications Bureau.

Develops and administers the Communications Bureau budget. Maintains records and prepares reports as necessary.

Knowledge, Abilities and Skills

Knowledge of modern principles and practices of effective employee supervision, including selection, training, work evaluation and discipline.

Knowledge of the methods, procedures and techniques used in the operation of a public safety dispatch system.

Knowledge of departmental regulations and policies pertaining to public safety dispatch procedures.

Knowledge of the principles of municipal budget preparation and administration.

Ability to plan and direct the work of a public safety communications center.

Ability to supervise, train and evaluate subordinate staff.

Ability to exercise initiative and sound judgment in solving difficult and complex administrative and technical problems.

Ability to interpret and apply complex laws, regulations and policies.

Ability to make clear oral presentations.

Ability to prepare and present accurate, comprehensive and concise reports, records, correspondence and other written materials.

Ability to establish and maintain cooperative and effective working relationships.

Minimum Qualifications

Graduation from an accredited college or university with a Bachelor's Degree in public administration, business administration, criminology or closely related field and three years of experience in a public safety communications center, which included, or is supplemented by, one year of supervisory experience. Additional professional experience may be substituted for the required education on a year-for-year basis.

Necessary Special Requirement

May require possession of a valid California Driver's License at time of appointment.

APPROVED: _____
Director of Personnel

DATE: _____